

P 98E039

Proj./Prog. # 1264

Prog. Name: USMS WFO MASTER AGREEMENT

FOR

Proj./Prog. = P-013, SOLAR Collector Re-hab.

Description MARINE CORPS BASE, Camp Pendleton

Project/Program Customer Survey

In each of the following sections, please place a mark in the space provided ☒ indicating **your overall experience** with Sandia National Laboratories on this project in the **past twelve months**.
(IF NO EXPERIENCE OR NOT APPLICABLE, PLEASE LEAVE BLANK.)

PERFORMANCE

- | | | YES | NO |
|----|---|-------------------------------------|--------------------------|
| 1. | The results (or progress) of this project met my technical requirements. <i>The TECHNICAL</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. | An appropriate scope of work was negotiated. <i>CONSULTATION & ASSISTANCE IS VERY</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3. | Technical requirements were identified. <i>Good, but the Project IS NOT complete & essentially, just underway!!</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

SCHEDULE

- | | | YES | NO |
|----|---|-------------------------------------|--------------------------|
| 4. | Schedule milestones were met. <i>The Project [AGAIN] IS incomplete!</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5. | The schedule was clearly negotiated. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. | Schedule milestones were re-negotiated when necessary. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

STAFF

- | | | YES | NO |
|-----|---|-------------------------------------|--------------------------|
| 7. | A competent team (or individual) was assigned to this project. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. | The Sandia National Laboratories' team (or individual) handled the work efficiently. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 9. | Sandia National Laboratories solved my particular problem(s). <i>Project IS underway,</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. | This project was well managed by Sandia. <i>& we have high expectations!</i> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

RELATIONSHIP

- | | | YES | NO |
|-----|--|--------------------------|--------------------------|
| 11. | Sandia took the initiative to understand my needs fully. | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. | Serving my needs was important to Sandia. | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. | Sandia was responsive to my changing needs. | <input type="checkbox"/> | <input type="checkbox"/> |

COMMUNICATION

- | | | YES | NO |
|-----|---|-------------------------------------|-------------------------------------|
| 14. | Appropriate people at Sandia were easy to reach when necessary. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 15. | { Sandia is easy to do business with relative to others } <i>BUREAUCRACY IS cumbersome.</i> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 16. | My primary point of contact at Sandia was helpful. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 17. | Letters, proposals, reports, and presentations were clearly written. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

VALUE OF PRODUCTS AND SERVICES

- | | | YES | NO |
|-----|--|-------------------------------------|--------------------------|
| 18. | Products/services costs were appropriate for the value received. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 19. | Cost was clearly negotiated. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 20. | Products/services were delivered within negotiated budget. | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

This survey was conducted ☐ personal face-to-face visit or by phone. Interviewer's name _____
☐ by mail and filled out by the addressee.

☒ by mail and filled out by (optional) *BASE, ENERGY MANAGER*



21. Please identify what we are doing well.

THE BASE IS VERY PLEASED WITH SANDIA'S TECHNICAL CAPABILITY.
TECHNICAL PERSONNEL ARE EXCELLENT & HAVE BEEN VERY RESPONSIVE
& WORKING RELATIONSHIPS HAVE BEEN VERY PROFESSIONAL.

22. Please identify what we need to improve, particularly where "NO" boxes on page 1 have been marked.

WE (MARINE CORPS) HAVE FOUND SANDIA CUMBERSOME IN THE BUSINESS (DOE/AO)
PROCESS, OTHER NATIONAL LABORATORIES HAVE PROVEN FAR MORE
EXPEDIENT. THE WFO APPROVAL PROCESS WAS EXTREMELY TIME CONSUMING.
OVERHEAD RATES SEEM RATHER HIGH TO US (MARINE CORPS) BASED ON OUR
UNDERSTANDING OF THE BREAK-DOWN CHARGES?!

23. Please provide any additional comments.

TECHNICALLY, SANDIA HAS PROVIDED EXCEPTIONAL SERVICES. ADMINISTRATIVELY,
THE MARINE CORPS HAS FOUND THE SANDIA (DOE/AO) & WFO MORE TIME
CONSUMING THAN NECESSARY FOR INTERSERVICE SERVICE REQUIREMENTS.
STREAMLINING THE WFO PROCESS FOR FUTURE PROJECTS WOULD BE GREATLY
APPRECIATED!!!

OVERALL EVALUATION

In each of the following sections, please place a mark in the space provided ☒, indicating your evaluation of Sandia National Laboratories.

24. What is your overall level of satisfaction with Sandia's work?

	Very Satisfied	10	9	8	7	6	5	4	3	2	1	Very Dissatisfied
ADMINISTRATIVE? ^-TECHNICAL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STREAMLINE ADMIN THEN SANDIA RATES A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. How would you rate your willingness to continue to work with Sandia National Laboratories?

	Extremely Willing	10	9	8	7	6	5	4	3	2	1	Not at All Willing
ON A TECHNICAL BASIS, YES; STREAMLINE ADMIN. →	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. How would you rate your willingness to recommend Sandia National Laboratories to a colleague or business associate?

	Extremely Willing	10	9	8	7	6	5	4	3	2	1	Not at All Willing
I would recommend, & HAVE. I DID INFORM OF THE ADMIN. HOLD-UPS & BUREAUCRACY!	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. How familiar are you with Sandia's current focus and direction?

	Very Familiar	10	9	8	7	6	5	4	3	2	1	Not at all familiar
I AM VERY FAMILIAR WITH YOUR RENEWABLE ENERGY'S ARENA.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NAME (optional)

S. Bracka

Title

Energy Manager

Return to: Suzanne Weissman, PO Box 5800, MS-0724
Albuquerque, NM 87185
By 11/26/97



Sandia National Laboratories